

Updated: 17 May 2022

Frequently Asked Questions (FAQs) – New Business Class Unbundling and Business Suite Enhancement for Overall Network (except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah, and AMAL operated flights)

1. What are the updates to the Malaysia Airlines Business and Business Suite Fare Family?

Effective 1st December 2021, Malaysia Airlines will be introducing the Business Class and Business Suite Enhancement on **all routes except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah, and AMAL operated flights**. These offers customers a product based on their travel needs, preferences, priorities and purchasing capabilities.

2. What are the choices of Business fare brand?

The new fare brands consist of Business Basic and Business Flex where each fare family will have different benefits such as baggage allowance. These fare brands also offer different flexibility in terms of refunds.

For existing Shuttle eligible routes (travel between Kuala Lumpur and Singapore on Malaysia Airlines Direct Operating Flights), new fare brands consist of Business Basic and Business Shuttle

3. What is Business Basic (Z,D)?

Business Basic is Malaysia Airlines' business class fare that comes with 2x7kg of cabin baggage, 40kg of checked baggage allowance, complimentary meal, access to free seat selection, access to Upgrade with Enrich Points, access to rebook or change the ticket with complimentary of one-time change (fare difference applies), an option for refund at a fee, and priority services (for check-in, boarding, and baggage).

Kindly refer to the table in item No. (8) for full benefits offerings for Business Basic.

4. What is Business Flex (C,J)?

Business Flex is Malaysia Airlines' business class fare that comes with 2x7kg of cabin baggage, 50kg of checked baggage allowance, complimentary meal, and access to free seat selection. Business Flex fare offers ultimate flexibility where customers can rebook or change tickets with no additional fee (fare difference applies), able to travel on earlier flight on the same day at no cost and are allowed for refund without a fee. Furthermore, Flex fare also comes with basic travel protection and entitled for additional discounts on next ticket purchase and 10% discount on Temptation shopping. Another perk of Flex fare is that customers can enjoy Priority Check-in, Priority Boarding and Priority Baggage experience.

Kindly refer to the table in item No. (8) for full benefits offerings for Business Flex.

For existing Shuttle eligible routes (travel between Kuala Lumpur and Singapore on Malaysia Airlines Direct Operating Flights), new fare brands consist of Business Basic and Business Shuttle

5. What is new in Business Suite Enhancement?

Effective 1st December 2021, Business Suite now includes a 55kg checked baggage privilege, an option for refund without any fee (effective 1st June 2022), basic travel protection and additional discounts on next ticket purchase and 10% discount on Temptation shopping. All other attributes remain unchanged from current Business Suite offerings.

Kindly refer to the table in item No. (8) for full benefits offerings for *Business Suites*.

6. When will this take effect?

The new Business Class and Business Suite Enhancement will take effect on 1st December 2021.

Revised Refund fare rules & the movement of RBD D from Business Flex to Basic will take effect on 1st June 2022.

7. Why did Malaysia Airlines introduce the Business Class Enhancement?

The Business Class Enhancement offers a more personalized choice for passengers based on their individual travel needs and preferences as well as offers greater travel flexibility.

8. How does the Business and Business Suite Enhancement work?

Each passenger would have the option to choose the family brand that fits their travel needs as it consists of different attributes. The Fare Family benefits are as follows:

Family Brand	Business Basic (Z,D**)	Business Flex (C,J**)	Business Suite
Benefits	Ancillary		
	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 2x7kg ✓ Complimentary Meal ✓ Checked baggage 40kg ✓ Free seat selection ✓ Complimentary Lounge ✗ No Basic Travel Protection ✗ No 10% off next purchase ✗ No 10% off Temptation discount 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 2x7kg ✓ Complimentary Meal ✓ Checked baggage 50kg ✓ Free seat selection ✓ Complimentary Lounge ✓ Basic Travel Protection (For POO MY & SG only) ✓ 10% off next purchase* ✓ 10% off Temptation shopping 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 2x7kg ✓ Complimentary Meal ✓ Checked baggage 55kg ✓ Free seat selection ✓ Complimentary Lounge ✓ Basic Travel Protection (For POO MY & SG only) ✓ 10% off next purchase* ✓ 10% off Temptation shopping
	Fare rules		
	<ul style="list-style-type: none"> ✓ Rebooking: 1X Free Change fee + fare difference ✓ Refund at a fee (Effective 1st June 2022) ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ Rebooking: Fare difference only ✓ Refund allowed without fee (Effective 1st June 2022) ✓ Flexibility to travel earlier on day of travel (subject to availability) 	<ul style="list-style-type: none"> ✓ Rebooking: Fare difference only ✓ Refund allowed without fee (Effective 1st June 2022) ✓ Flexibility to travel earlier on day of travel (subject to availability)
	Operational		
<ul style="list-style-type: none"> ✓ Priority check-in ✓ Priority boarding ✓ Priority baggage 	<ul style="list-style-type: none"> ✓ Priority check-in ✓ Priority boarding ✓ Priority baggage 	<ul style="list-style-type: none"> ✓ Priority check-in ✓ Priority boarding ✓ Priority baggage 	

*Business Flex & Business Suite Passenger gets to enjoy 10% discount for next purchase made via IBE.

**Effective 1st June 2022, RBD D is categorized as Business Basic

Note:

1. Operation of lounge is subject to local airport/government regulations regarding COVID-19.
2. MH may in its sole discretion to adjust attributes as tabled above at any time without further notice
3. Points are non-refundable for Redemption tickets except for taxes, subject to admin charges – refer Enrich T&C <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>

Changes to the Business Fare Structure of MH Shuttle for travels between KUL & SIN v.v. on MH Operating Direct Flights

The new Business fare options for travel between **KUL & SIN v.v.** on MH Direct Operating Flights consists of **Business Basic** and **Business Shuttle**. Newly added attributes for Shuttle are:

- Check-in baggage allowance increased to 50KG
- Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability)
- 10% discount on next ticket purchase made via Malaysia Airlines Website.
- 10% discount on Temptation shopping
- Basic Travel Protection

Family Brand	Business Basic (Z,D**)	Business Shuttle (C,J**)
Benefits	Ancillary	
	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 2x7kg ✓ Complimentary Meal ✓ Checked baggage 40kg ✓ Free seat selection (available for MH operated flight only) ✓ Complimentary Lounge ✗ No Basic Travel Protection ✗ No 10% off next purchase ✗ No 10% off Temptation shopping 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 2x7kg ✓ Complimentary Meal ✓ Checked baggage 50kg ✓ Free seat selection (available for MH operated flight only) ✓ Complimentary Lounge ✓ Basic Travel Protection ✓ 10% off next purchase* ✓ 10% off Temptation shopping
	Fare Rules	
	<ul style="list-style-type: none"> ✓ Rebooking: 1X Free Change fee + fare difference ✓ Refund at a fee (Effective 1st June 2022) ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ Rebooking: Fare difference only ✓ Refund allowed without fee (Effective 1st June 2022) ✓ Flexibility to travel earlier on day of travel on either MH or FY operating flights (subject to availability)
	Operational	
<ul style="list-style-type: none"> ✓ Priority check-in ✓ Priority boarding ✓ Priority baggage 	<ul style="list-style-type: none"> ✓ Priority check-in ✓ Priority boarding ✓ Priority baggage 	

**Business Flex & Business Shuttle Passenger gets to enjoy 10% discount for next purchase made via IBE.*

***Effective 1st June 2022, RBD D is categorized as Business Basic*

Note:

1. Operation of lounge is subject to local airport/government regulations regarding COVID-19.
2. MH may in its sole discretion to adjust attributes as tabled above at any time without further notice
3. Points are non-refundable for Redemption tickets except for taxes, subject to admin charges – refer Enrich T&C <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>

9. What if MH Business Shuttle fare passenger choose to travel earlier on day of travel on Firefly (FY) operating flight (go show on FY)?

MH Passenger (holding 232 confirmed ticket) must call MH Contact Center / MH Ticketing Counter for rebooking at least 2 hours before flight departure on earlier flight within the same day due to different airport location for departure.

10. What is the applicable infant fare and respective entitled free baggage allowance (FBA) on Business fare families?

The infant fare is 10% of the applicable adult fare on all Business fare families and is entitled to 10 kg FBA for Business Basic and Business Flex fare families respectively.

11. What if I had booked my flight and had been ticketed before 1st December 2021 for travel on/after 1st December 2021?

You are still entitled to the benefits and offerings stated on the purchased ticket T&C issued prior to 1st December 2021. However, if changes were made to the tickets and presented for reissuance on/after 1st December 2021, the following conditions apply:

- Fully unutilized – New Business Class and Business Suite Enhancement attributes will be applied
- Partially utilized - Fare rules and attributes will follow as per current process; i.e. historical fare T&C and FBA will remain as per original date of issue.
- Refund procedure remains unchanged.

12. What if I had booked my flight on RBD D and ticketed before 1st June 2022 for travel on/after 1st June 2022?

You are still entitled to the benefits and offerings stated on the purchased ticket T&C issued prior to 1st June 2022. However, if changes were made to the tickets and presented for reissuance on/after 1st June 2022, the following conditions shall apply:

- Fully unutilized – New RBD D (Business Basic) attributes will be applied.
- Partially utilized - Fare rules and attributes will follow as per current process; i.e. historical fare T&C and FBA will remain as per original date of issue.
- Refund procedure remains unchanged.

13. Does Business Class and Business Suite Enhancement apply to all MH destinations?

Yes. This applies to all MH operating flights for domestic and international destinations except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah and AMAL operated flights.

14. Does Business Class and Business Suite Enhancement apply to passengers travelling from Japan to other MH international destinations?

Yes, this applies to all passengers travelling from Japan to all other MH International Destinations (on MH operating flights only)

15. How do I know if the new Business fare family benefits apply to my connecting flights?

Please refer to the Table below to determine the fare family benefits:

From/ To	To / From	Connecting Flights	FBA
Korea / Australia and New Zealand / UK / Greater China / South Asia / ASEAN / Domestic	Korea / Australia and New Zealand / UK / Greater China / South Asia / ASEAN / Domestic	Both sectors on the same or separate MH tickets	New benefits apply for both sectors
Malaysia Domestic to Japan Example: (same ticket) PEN-KUL KUL-NRT	Japan to Malaysia Domestic Example: (same ticket) NRT-KUL KUL-PEN	Both sectors on the same MH tickets	No changes on benefits for both sectors Example: NRT-PEN v.v will be on old benefits
Malaysia Domestic to Japan Example: PEN-KUL (one ticket) KUL-NRT (one ticket)	Japan to Malaysia Domestic Example: NRT-KUL (one ticket) KUL-PEN (one ticket)	Both sectors on separate MH tickets	New benefits ONLY apply to Domestic sector Example: NRT-KUL v.v will be on old benefits while KUL-PEN v.v will on new benefits
International/Japan Example: (same ticket) LHR-KUL KUL-NRT	Japan/International Example: (same ticket) NRT-KUL KUL-LHR	Both sectors on the same MH tickets	New benefits apply for both sectors Example: NRT-LHR v.v will be on new benefits

International/Japan Example: LHR-KUL (one ticket) KUL-NRT (one ticket)	Japan/International Example: NRT-KUL (one ticket) KUL-LHR (one ticket)	Both sectors on separate MH tickets	New benefits ONLY apply to International sector Example: NRT-KUL v.v will be on old benefits while KUL-LHR v.v will be on new benefits
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16. Does Enrich Elite Status members (Silver/Gold/Platinum) and oneworld Top Tiers receive the benefit of Extra Baggage Allowance for Business Basic?

Yes, Enrich and oneworld tier benefits remain the same based on their respective tier entitlement.

17. Are Enrich and oneworld members entitled for the extra baggage allowances under Business Class/Business Suite Enhancement?

Yes, Enrich members are entitled to additional baggage allowance based on their membership tiers for travel on pure Malaysia Airlines operated flights.

Enrich Platinum – 100% extra baggage allowance on top of their travel entitlement

Enrich Gold - 50% extra baggage allowance on top of their travel entitlement.

Enrich Silver – 5 kg extra baggage allowance on top of their travel entitlement

Below is the additional free baggage allowance entitlement for the applicable Fare Families:

Enrich Tiers	Business Basic	Business Flex/Business Shuttle	Business Suite
Platinum (+100%)	40kg + 40kg = 80kg	50kg + 50kg = 100kg	55kg + 55kg = 110kg
Gold (+50%)	40kg + 20kg = 60kg	50kg + 25kg = 75kg	55kg + 28kg = 83kg
Silver (+5kg)	40kg +5kg = 45kg	50kg + 5kg = 55kg	55kg + 5kg = 60kg

oneworld top tier (Ruby/Sapphire and Emerald) members will be eligible for extra baggage allowance according to oneworld benefits.

Members may visit the <https://www.oneworld.com> > travel-benefits

oneworld Tiers	Business Basic	Business Flex/Business Shuttle	Business Suite
Emerald (+20kg)	40kg + 20kg = 60kg	50kg + 20kg = 70kg	55kg + 20kg = 75kg
Sapphire (+15kg)	40kg + 15kg = 55kg	50kg + 15kg = 65kg	55kg + 15kg = 70kg
Ruby	As purchased on Business Class/Business Suite		

18. If I buy a Business Flex or Business Suites Ticket using Enrich Points Redemption, am I entitled for the 10% Off next purchase discount?

Yes, you will receive the 10% off coupon code via e-mail and you may use it on the next normal flex fare ticket purchase made on Malaysia Airlines Website. The coupon code is not applicable for redemption tickets

19. Does the cabin baggage weight remain the same?

Yes, cabin baggage weight remains unchanged at 2X7KG.

20. Can I still collect Enrich Points on all the Fare Families?

Yes, Enrich accrual points remain the same.

21. What is included in the Basic Travel Protection?

Basic Travel Protection is applicable only if your Point of Origin (POO) is from Malaysia (MY) and Singapore (SG). The full details of the policy's coverage can be referred via this link: <https://mhinsure.malaysiaairlines.com/en-my/basictravelprotection>.

22. Is Basic Travel Protection auto signed up?

Yes. Basic Travel Protection is auto signed up once you purchase Economy Flex/Business Flex/Business Shuttle/Business Suite.

23. How can I claim the Basic Travel Protection when I need it?

You may directly contact the travel protection party. Contact details are available via this link <https://mhinsure.malaysiaairlines.com/en-my/contact-us>.

24. What is 10% off next purchase for Business Flex/Shuttle & Business Suite?

It is a 10% discount available for your next Business Flex/Shuttle or Business Suite purchase when you book via www.malaysiaairlines.com. Refer to 10% off Next Purchase Discount FAQ for full details.

25. How does 10% off next purchase work?

You will receive a discount coupon code once your booking is confirmed/ticketed via email.

26. How does 10% off Temptation shopping work?

You will receive a discount coupon code once your booking is confirmed/ticketed via email.

27. What are the priority services and are there any changes on these attributes?

Priority services remain unchanged for all Business class and Business Suite customers, and they include the following:

- A) Priority Check-In Counters
- B) Priority boarding
- C) Priority baggage for rapid retrieval of baggage upon arrival

28. Where can I find out more on Malaysia Airlines' Fare Families?

Please visit malaysiaairlines.com, our trade partners' websites and local travel agents or call Malaysia Airlines Contact Centre.